

**FRESNO, CALIFORNIA
CLASS SPECIFICATION**

CUSTOMER SERVICE TECHNICIAN

FLSA STATUS:

Non-Exempt

CLASS SUMMARY:

The Customer Service Technician is the first level in a four level Customer Service series. Incumbents are responsible for utilizing various systems to locate, retrieve, research and review information associated with customer accounts, including creating and making adjustments to service requests on property/parcels; updating billing accounts; updating systems; initiating inspections to establish ownership; correcting service records and repair orders received from field crews.

Distinguishing characteristics within the class, based upon assignment are, at entry, responsibility for assisting with and learning how to perform the essential duties of the classification under close supervision. Journey positions are responsible for independently performing the essential duties of the classification.

The Customer Service Technician is distinguished from the Customer Service Specialist, which is responsible performing a variety of public assistance, order processing, cashiering, and clerical accounting activities.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

1.	Processes a high volume of incoming and/or outgoing calls and/or e-mail, providing seamless transition from first contact to final resolution, which may include: probing callers for key information; assessing situations; providing appropriate answers to caller inquiries; transferring callers to appropriate internal departments or providing referrals to external agencies; and/or, performing other related activities.	Daily 30%
2.	Coordinates the resolution of service requests, from initiation through final resolution, ensuring total quality service for internal and external customers.	Daily 20%
3.	Conducts routine research in order to respond appropriately to requests for information related to City, County, State, National, and/or International issues, policies, and/or procedures; performs related follow-up with callers when information is not readily available during first point of contact.	Daily 20%
4.	Enters requests for information/service in applicable database, ensuring accuracy and completeness of information.	Daily 10%
5.	Implements time management alarms to ensure follow-up with individuals requesting information/service within timeframes communicated to callers.	Daily 10%

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6.	Performs a variety of routine clerical activities, which includes: photocopying, sending and receiving faxes, filing, processing incoming and outgoing mail, and/or performing other related activities.	Daily 10%
7.	Performs other duties of a similar nature or level.	As Required

POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

Positions assigned to Finance may be responsible for:

- Processing business and dog licensing applications
- Processing payments, including determining delinquency and assessing late charges;
- Processing bank deposits;
- Reconciling and adjusting customer accounts, including pro-rating billings.

Positions assigned to One Call Center may be responsible for:

- Knowledge of City departments and governmental agencies consisting of state, federal, and county

Training and Experience (positions in this class typically require):

- A High School Diploma, or GED is required; one year of general office experience is required;
- OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class typically require):

- Typing Certificate

Knowledge (position requirements at entry):

Knowledge of:

- Customer service policies, principles and practices;
- Office procedures, principles, practices and equipment;
- Basic mathematical concepts;
- Basic research methods;
- Proper grammar, punctuation and spelling.

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Skills (position requirements at entry):

Skill in:

- Providing customer services
- Keyboarding
- Preparing basic and performing mathematical calculations
- Handling multiple tasks simultaneously
- Applying researching methods
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Using computers and applicable software applications
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

Physical Requirements:

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, repetitive motions, seeing, and talking.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to life, carry, push, pull or otherwise move objects including one's own body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met. Some positions may require more frequent walking, lifting and standing.

Note:

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)

Date: 11/2007

Reviewed by the City of Fresno

Date: 5/2008